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## Overview

This sub-discipline, Change Management (203) is concerned with the competencies required to manage the introduction of business driven change for IT enabled systems within organisations in a way that will minimise the risks associated with it and best support the adoption of practices that will realise the benefits of change. Change management programmes may take place in response to changes that are desired and planned by an organisation or in response to changes forced upon it as a result of internal and external factors.

Working in the Professional (2034) role will involve:

- **Identifying requirements for change management of IT enabled systems (2034.01);**
- Collating change management information for IT enabled systems (2034.02);
- Assisting in the preparation of change management plans and assignments for IT enabled systems (2034.03); and
- Communicating change management information for IT enabled systems, under direction (2034.04)

**Performance  
criteria**

*You must be able to:*

- P1 correctly select and apply the procedures, tools and techniques for undertaking change management assignments
- P2 use and apply the systems development lifecycle, as appropriate to change management assignments, in line with organisational strategy, policies and standards
- P3 identify the scope, characteristics and requirements of change management assignments, through the evaluation of information available and the application of own judgement

**Knowledge and understanding**

*You need to know and understand:*

- K1 how to identify business and IT system requirements, including scope and characteristics, to guide change management assignments
- K2 how to identify internal and external factors and their implications for any change management assignment
- K3 how to collate relevant change management information gathered through business analysis and other related activities, where appropriate
- K4 how to use and apply the procedures, tools and techniques for undertaking change management assignments
- K5 how to record and store external factors and their implications on change management assignments, within own area of accountability
- K6 the relationship between change management, business analysis, business process and organisational design/redesign/re-engineering, benefits realisation and systems analysis within an organisation
- K7 internal and external drivers for change affecting an organisation
- K8 issues associated with any change management assignment
- K9 that there are external providers of change management services available and that there are disadvantages and benefits of using them
- K10 the importance of the systems development lifecycle as it relates to change management

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## Identify requirements for change management assignments of IT enabled systems

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**Suite** IT and Telecoms

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